



SynQ Prox Web App

Reseller/Dealer Guide

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What is SynQ Prox?

SynQ Prox is an access control solution that allows individuals to access a secured area using an Android or iOS smart device.

The SynQ Prox Web Portal is where site administrators can manage users and assign mobile credentials.



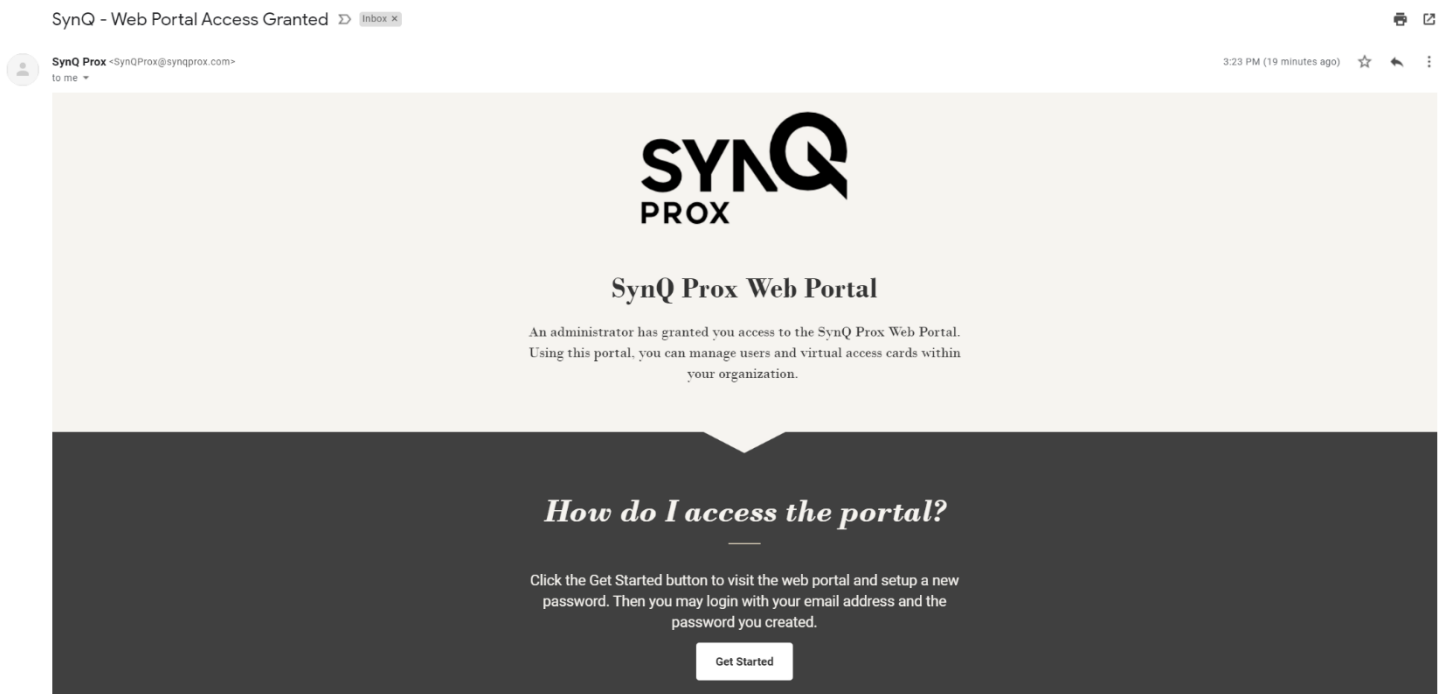
Get Started

1. You must be invited to use the SynQ Web Portal by an administrator. The web portal can be found at app.synqprox.com.

Note: If you are using Internet Explorer, some features may not function properly. Please consider using a different browser.

2. Upon invitation, you will receive an email from SynQ Prox – follow the “Get Started” link in the email to set your password and login.

Be sure to check your spam folder if you are unable to find the email.



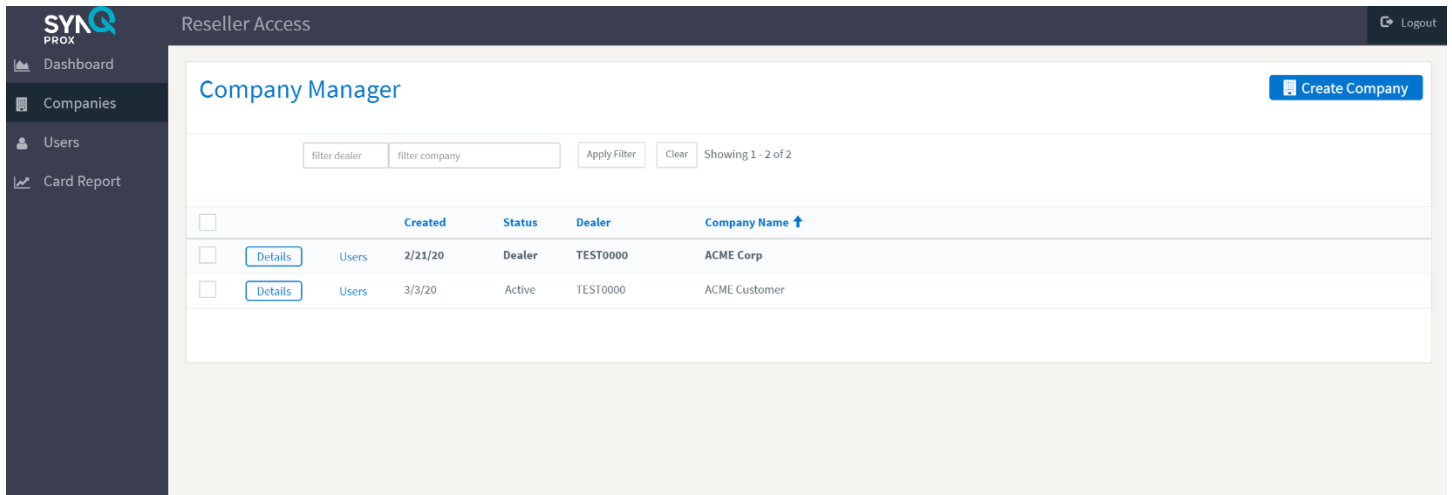
3. Upon login, you will see the Welcome screen. Use the menu items on the left to navigate the web portal.



Create a Company

As a reseller, you can add your customers to the web portal under the “Companies” screen.

1. Navigate to the “Companies” page on the menu on the left side of the screen.
2. Click “Create Company”



4. Enter the company’s details (unique company ID, name, address etc.)
5. Set “Max Offline Hours”
 - a. This sets the limit that an end user’s mobile device can be offline or without a data connection. For example, if Max Offline Hours is set to 12 and an end user has their mobile device on airplane mode for 12 hours or hasn’t used the app for 12 hours, the user will be required to connect to the network to ensure they have valid credentials.
6. Set “Card Block Style”
 - a. This determines whether the companies virtual credentials will be “Single Use” or “Perpetual.” Single use cards will not be recycled when a user’s card is deleted. Perpetual cards may be reused by other users once a user’s card has been deleted.
7. Set “Status” to “Active” to activate the new company.
 - a. Note, a company may be deactivated in the future by visiting its “Details” screen.

The 'Add a Company' form contains the following fields:

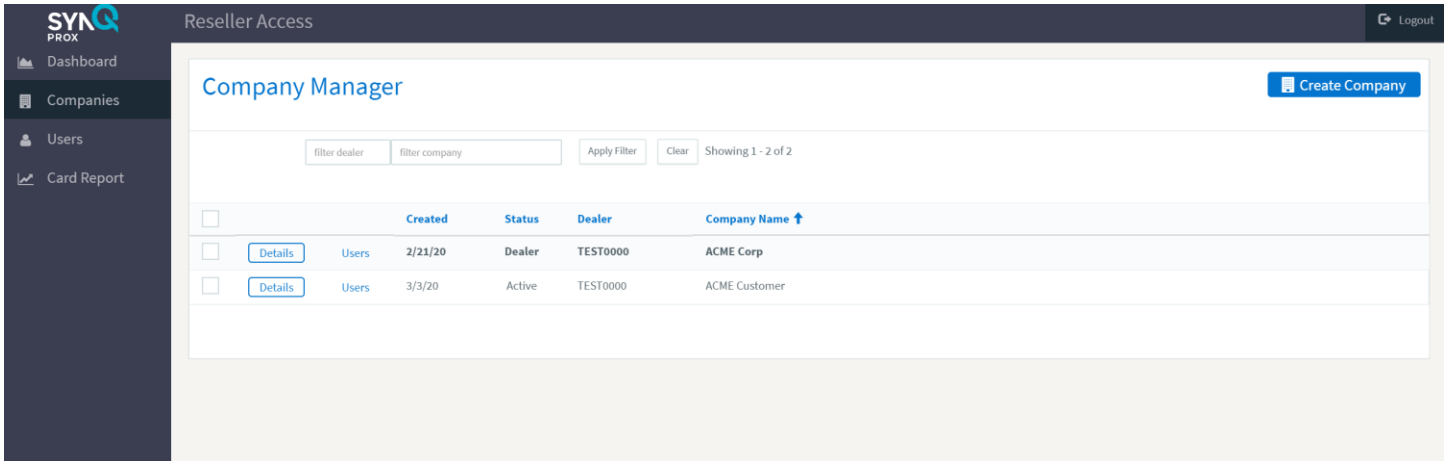
- Company ID:
- Max Offline Hours:
- Card Block Style:
- Company Name:
- Status:
- Address:
- Dealer Code:
- City:
- State:
- Zip:

Buttons:

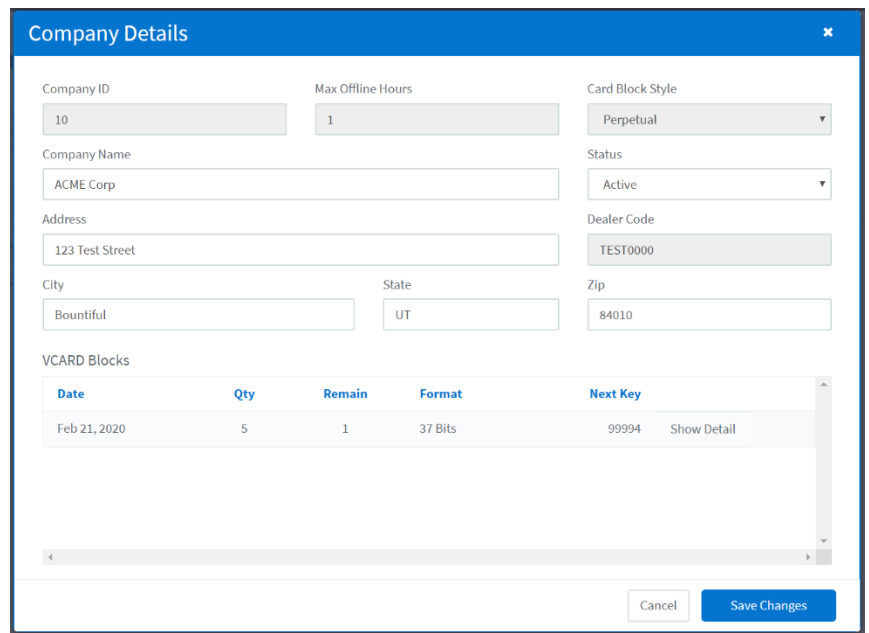


Company Management

The Company Management screen is where all of the companies you have created are listed.

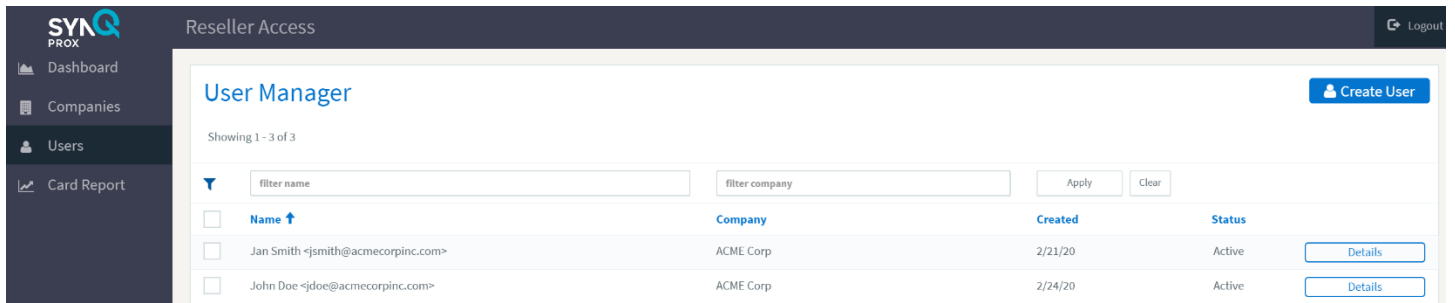


1. To edit a company, click “Details” to the left of the company.
2. You may edit the company details, including deactivating the company by setting its status to “Disabled”.
3. The VCARD Blocks section shows the details of each card block provided to the company.



Create a User

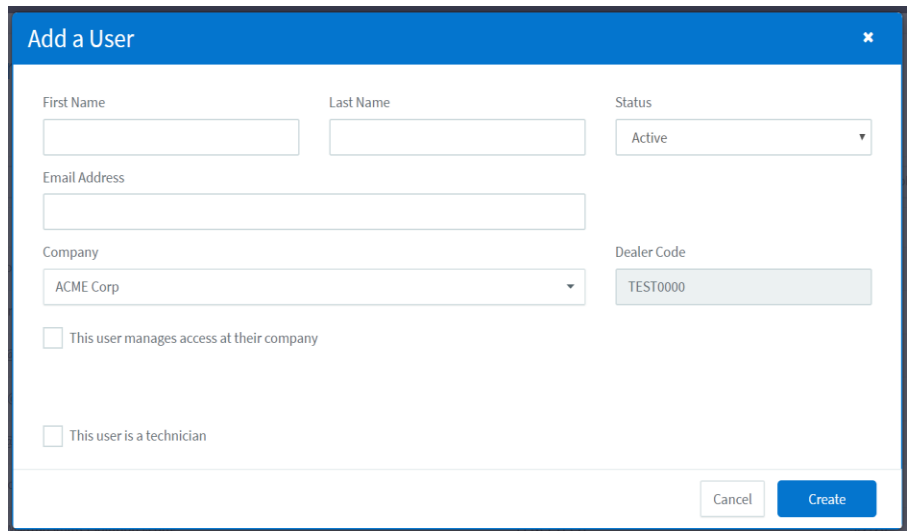
1. To create a new user, click “Users” on the left menu bar.



The screenshot shows the SYNQ PROX Reseller Access interface. On the left is a dark sidebar with navigation options: Dashboard, Companies, Users (selected), and Card Report. The main content area is titled "User Manager" and includes a "Create User" button in the top right. Below the title, it says "Showing 1 - 3 of 3". There are two search filters: "filter name" and "filter company", with "Apply" and "Clear" buttons. A table lists three users:

<input type="checkbox"/>	Name ↑	Company	Created	Status	
<input type="checkbox"/>	Jan Smith <jsmith@acmecorpinc.com>	ACME Corp	2/21/20	Active	Details
<input type="checkbox"/>	John Doe <jdoe@acmecorpinc.com>	ACME Corp	2/24/20	Active	Details

2. Click the “Create User” button in the top right corner of the screen.
3. Enter the user’s name and email address.
4. Select the user’s company.
5. If the user manages access at their company and needs portal access, select “This user manages access at their company.”
6. If the user is a technician or installer at your company, select “This user is a technician.” **This will enable the user to access the installation features in the mobile app to change settings in the device.**



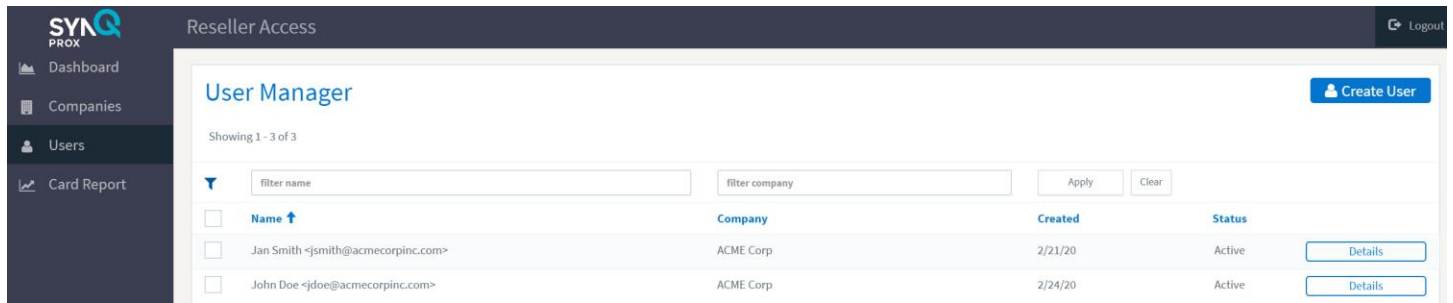
The "Add a User" form contains the following fields and options:

- First Name:
- Last Name:
- Status:
- Email Address:
- Company:
- Dealer Code:
- This user manages access at their company
- This user is a technician
- Buttons:



User Management

All users are listed under the “Users” screen.

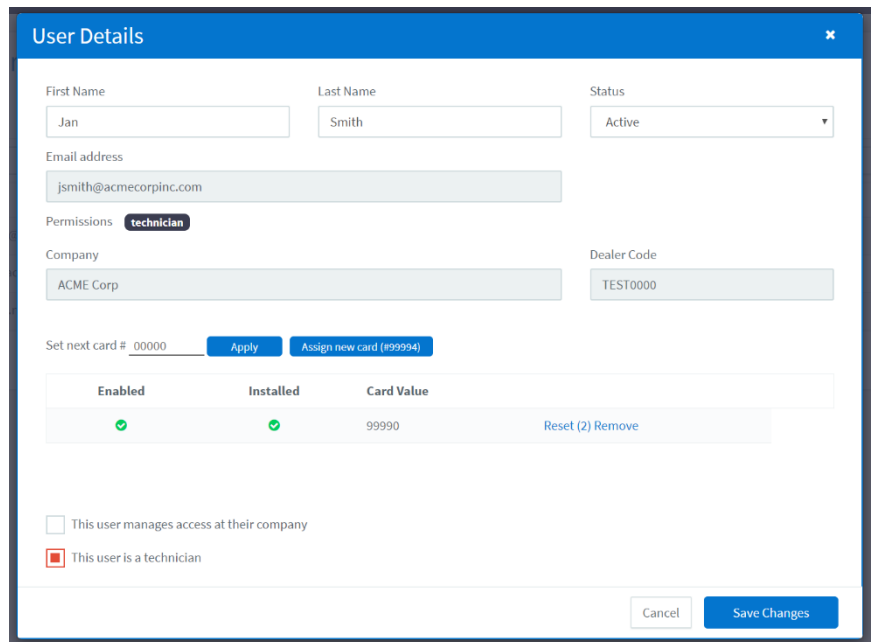


1. To edit a user, click “Details” to the right of the user.

2. To assign a virtual card to a user, select “Assign new card (#####).” The card number to be assigned is shown to the right of “Assign new card” – if you wish to change the card number, enter the new number in “Set next card #” and click “Apply”.

3. Cards that have been assigned to the user will be shown. If the card is enabled, it will show a green check. If the user has successfully retrieved their card on their mobile device, it will show a green check mark under “Installed”.

Note: if the user needs the card on a different mobile device (lost device, new device, etc.), the card must be reset in the web portal and claimed again.



Note: if the user needs cards on multiple devices, they must be assigned an additional card for each device.

